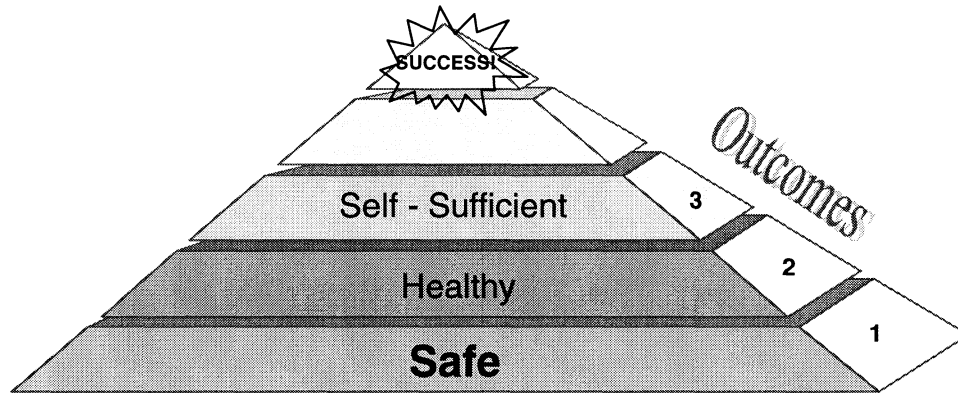


# DEPARTMENT OF HEALTH AND HUMAN SERVICES

## Departmental Program Structure and Outcome Measures



Outcome-based accountability in health and human services is built on a commitment to ensure that every dollar spent works toward improving the conditions of people living in Montgomery County. It means being able to look into the eyes of a child or a vulnerable adult knowing that the County has done the best possible job with the resources it has available. If the Department of Health and Human Services is to be accountable, we must be able to demonstrate that our programs make a difference in the lives of the people we serve—making them safer, healthier, and more self-sufficient.

DEPARTMENTAL OUTCOME #1	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY04 ACTUAL	FY05 APPROVED
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### Children and Vulnerable Adults Are Safe

<i><b>Community Conditions</b></i>						
Rate of indicated child abuse and neglect cases per 1,000 children	2.4	2.0	<sup>a</sup> TBD	NA	2.0	NA
Rate of confirmed cases of neglect, self-neglect, or exploitation of seniors per 10,000 residents ages 65 or older	21.5	24.3	20.1	20.0	22.6	20.0
<i><b>Program Outcomes</b></i>						
Percentage of families receiving in-home services that do not have a Child Protective Services investigation with an abuse or neglect finding within one year after receiving services	91	90	91	92	93	92
Percentage of Montgomery County victims of domestic violence who establish safer living conditions after leaving the Family Residential Shelter	79	85	75	85	82	75
Percentage of court-referred abusers who report ceasing abuse upon completion of treatment	69	76	75	70	72	70
Percentage of elderly and disabled adults who remain safely in the community after receiving services through Adult Evaluation and Review Services	81	81	75	80	82	80

### Department Programs Contributing to Outcome #1:

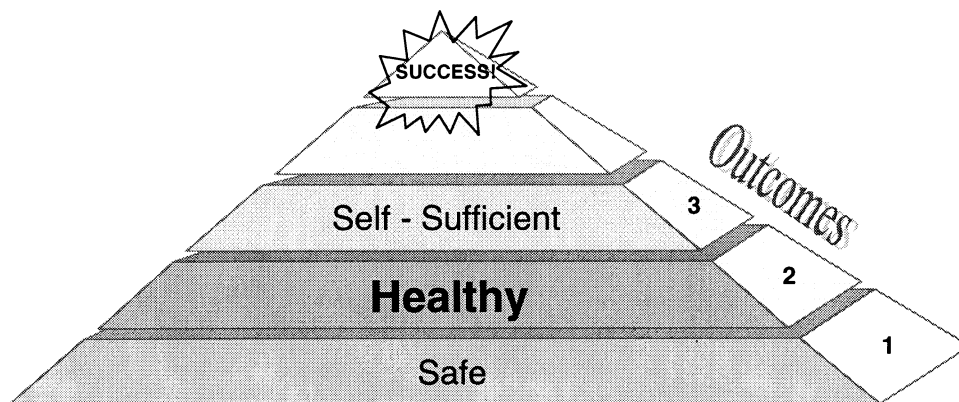
Child Welfare Services, Linkages to Learning, Outpatient Addiction Services, Addiction Services Coordination, Partner Abuse Services, Adult Assessment Services, In-Home Aide Services, Continuing Case Management, Persons with Disabilities Outreach Services, Senior Food Program, Ombudsman Services, Health Promotion and Prevention, Senior Mental Health Services, 24-Hour Crisis Center, Adult Outpatient Mental Health Services, Care Coordination Team, Child Care, Infants and Toddlers Program, Child and Adolescent Mental Health Services, School Health Services, Community Outreach, Prevention and Crisis Intervention, Public Assistance Benefits Certification, Rental Assistance, Shelter Services, Transitional Housing and Services, Victim Assistance and Sexual Assault Services, Community Health Nursing, Specialty Medical Evaluations, Income Supports, STD/HIV Prevention and Treatment, Adult Protective Services, Respite Care, Shelter Program, Income Maintenance Programs, Information and Assistance, Guardianship Program, Community/Nursing Home Medical Assistance and Outreach, Licensing and Regulatory Services.

### Notes:

<sup>a</sup>Data are not yet available from the Maryland Department of Human Resources.

# DEPARTMENT OF HEALTH AND HUMAN SERVICES

## Departmental Program Structure and Outcome Measures



Outcome-based accountability in health and human services is built on a commitment to ensure that every dollar spent works toward improving the conditions of people living in Montgomery County. It means being able to look into the eyes of a child or a vulnerable adult knowing that the County has done the best possible job with the resources it has available. If the Department of Health and Human Services is to be accountable, we must be able to demonstrate that our programs make a difference in the lives of the people we serve—making them safer, healthier, and more self-sufficient.

DEPARTMENTAL OUTCOME #2	FY01	FY02	FY03	FY04	FY04	FY05
	ACTUAL	ACTUAL	ACTUAL	BUDGET	ACTUAL	APPROVED

### Children and Adults Are Physically and Mentally Healthy

<i>Community Conditions</i>						
Incidence of major reportable cases of foodborne disease per 100,000 Montgomery County residents	24.9	23.7	24.0	25.0	15.4	25.0
Percentage of low-weight births for babies of mothers who are residents of Montgomery County (calendar year)	7.5	<sup>a</sup> TBD	<sup>a</sup> TBD	NA	<sup>a</sup> TBD	NA
Tuberculosis cases per 100,000 Montgomery County residents	9.5	7.6	9.0	9.2	9.2	10.5
Asthma hospitalization rate (per 10,000 children) for Montgomery County children ages 0-9 (calendar year)	23.3	23.0	<sup>a</sup> TBD	NA	<sup>a</sup> TBD	NA
<i>Program Outcomes</i>						
Percentage of active TB clients who complete treatment under Directly Observed Therapy (DOT)	98	86	100	95	89	95
Percentage of healthy birth weight babies born to case managed maternity clients (both Medical Assistance and eligible uninsured clients) through Community Health Nursing	94	91	84	94	92	94

### Department Programs Contributing to Outcome #2:

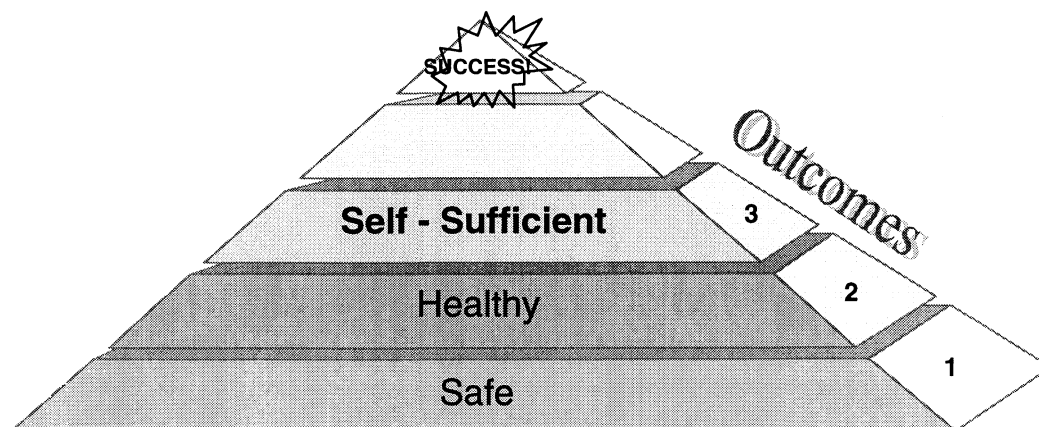
Child Welfare Services, Linkages to Learning, Immunization Program, Environmental Health Regulatory Services, Baby Steps, Healthy Families Montgomery, Communicable Disease, Epidemiology and Lab Services, School Health Services, Outpatient Addiction Services, Addiction Services Coordination, Partner Abuse Services, Community Health Nursing, Women's Health Services, Women's Cancer Control, Health Promotion and Prevention, Dental Health Services, Tuberculosis Services, 24-Hour Crisis Center, Adult Outpatient Mental Health Services, Child Care, Child and Adolescent Mental Health Services, Infants and Toddlers Program, Transitional Housing for Families, Public Assistance Benefits Certification, Specialty Consultation Services, Care for Kids, Licensure and Regulatory Services, STD Program, STD/HIV Prevention and Treatment, Crisis Services, Victim Programs, Income Supports, Housing Services-Prevention and Crisis Intervention, Housing Services-Support Services, Community Health Case Management for Maternity/Child Health, Management Services, Adult Addiction Services, Substance Abuse Prevention, Quality Assurance Team, Contract Management Team, Detoxification, Intermediate, and Residential Treatment Programs.

### Notes:

<sup>a</sup>Data unavailable (epidemiologist position is currently vacant).

# DEPARTMENT OF HEALTH AND HUMAN SERVICES

## Departmental Program Structure and Outcome Measures



Outcome-based accountability in health and human services is built on a commitment to ensure that every dollar spent works toward improving the conditions of people living in Montgomery County. It means being able to look into the eyes of a child or a vulnerable adult knowing that the County has done the best possible job with the resources it has available. If the Department of Health and Human Services is to be accountable, we must be able to demonstrate that our programs make a difference in the lives of the people we serve—making them safer, healthier, and more self-

DEPARTMENTAL OUTCOME #3	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY04 ACTUAL	FY05 APPROVED
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**Individuals and Families Achieve Self-Sufficiency**

***Community Conditions***

Welfare recipients in Montgomery County per 1,000 population	2.5	2.6	2.5	2.8	<sup>a</sup> TBD	NA
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***Program Outcomes***

Percentage of Montgomery County youth with disabilities who have successful outcomes after graduation from high school	94	91	94	83	90	85
Percentage of core Temporary Cash Assistance recipients who remain employed after one year	70	75	76	70	<sup>a</sup> TBD	75
Percentage of homeless families that move to more stable housing after leaving emergency shelter	59	53	61	60	42	60

**Department Programs Contributing to Outcome #3:**

Infants and Toddlers Program, Temporary Cash Assistance, Working Parents Assistance Program, Information and Assistance Unit (Aging and Disability Services), Continuing Case Management, Persons with Disabilities Outreach Services, Prevention and Crisis Intervention Program, Shelter Services for Homeless Single Adults and Families, Transitional Housing for Families, Child Welfare Services, School Health Services, Community Health Nursing, Addiction Services Coordination, Outpatient Addiction Treatment, Child Care Subsidies, Conservation Corps, Abused Persons Program, Supportive Housing Services, Partner Abuse Services, Care for Kids Program, Assessment Services, Community/Nursing Home Medical Assistance and Outreach, Mental Health Services, Senior Food Program, In-Home Aide Services, 24-Hour Crisis Center, Health Promotion and Prevention, STD/HIV Prevention and Treatment, Dental Services, Respite Care, Public Guardianship, Family Preservation, Jail Addiction and Community Re-Entry Services, Adult Outpatient Mental Health Services, Assessment Services, Income Supports.

**Notes:**

<sup>a</sup>Data are not yet available from the Maryland Department of Human Resources.